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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/730,330	12/08/2003	Thomas E. Creamer	BOC9-2003-0109US1 (013)	2374
46322	7590	03/22/2007	EXAMINER	
CAREY, RODRIGUEZ, GREENBERG & PAUL, LLP			KNOWLIN, THJUAN P	
STEVEN M. GREENBERG			ART UNIT	PAPER NUMBER
950 PENINSULA CORPORATE CIRCLE				
SUITE 3020			2614	
BOCA RATON, FL 33487				
SHORTENED STATUTORY PERIOD OF RESPONSE		MAIL DATE	DELIVERY MODE	
3 MONTHS		03/22/2007	PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary	Application No.	Applicant(s)
	10/730,330	CREAMER ET AL.
	Examiner	Art Unit
	Thjuan P. Knowlin	2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 08 January 2007.
- 2a) This action is **FINAL**. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-17 is/are pending in the application.
 - 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-17 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on 08 December 2003 is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) Notice of Informal Patent Application
- 6) Other: _____

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on January 08, 2007 has been entered. Claim 1 has been amended. No claims have been cancelled. No claims have been added. Claims 1-17 are still pending in this application, with claims 1, 4, 9, 11, and 16 being independent.

Claim Rejections - 35 USC § 102

2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

3. Claims 1-17 are rejected under 35 U.S.C. 102(e) as being anticipated by Novack (US Patent Application Publication, Pub. No.: US 2004/0264673 A1).

4. In regards to claims 1, 5, 9, 10, 12, 16, and 17, Novack discloses a call center (See Fig. 1), method, and machine readable storage comprising: at least one phone handset (See Fig. 1 and individual communications device/wireless device 102) coupled to a gateway (See Fig. 1 and cellular tower 104) to a public switched telephone network (PSTN) (See Fig. 1 and switch/PSTN 105) (See page 3, paragraph [0042]); an enterprise application (See Fig. 1, subsystem 195 and application server 185) associated with said at least one handset and at least one data terminal (See Fig. 1 and person computer 101) coupled to said enterprise application and disposed in proximity to each of said at least one handset (See page 3-4, paragraph [0042] – [0043] and page

5, paragraph [0059]); a database (See Fig. 1 and session database 180) of caller information coupled to said enterprise application, each record in said database having a configuration for location based upon a searching key (See page 4, paragraph [0052] and page 5, paragraph [0059]); at least one line information database (LIDB) disposed in said PSTN and configured to store individual searching keys, each of said individual searching keys having an association with a corresponding subscriber to said PSTN (See page 5-6, paragraph [0062]); a gateway node communicatively linked to both said PSTN and said enterprise application (See page 3, paragraph [0039]); and a query interface to said enterprise application programmed to select records in said database of caller information based upon an individual searching key received from said LIDB through said gateway node (See page 3, paragraph [0035] and page 4, paragraph [0046]).

5. In regards to claims 2, 6, and 13, Novack discloses the call center, method, and machine readable storage, wherein each of said individual searching keys comprises a combination of caller name and a caller address (See page 5-6, paragraph [0062]).

6. In regards to claim 3, Novack discloses the call center, wherein said enterprise application comprises a customer relationship management application (See page 5, paragraph [0059]).

7. In regards to claims 4 and 11, Novack discloses a method and machine readable storage for processing a call in a call center using information stored in a line information database (LIDB), the method comprising the steps of: retrieving a searching key from the LIDB associated with the call (See page 5-6, paragraph [0062]); querying

an enterprise application based upon said retrieved searching keys to retrieve caller data (See page 3, paragraph [0035] and page 4, paragraph [0046]); and presenting said caller data to a call center operator processing the call (See page 5-6, paragraph [0062]).

8. In regards to claims 7 and 14, Novack discloses the method and machine readable storage, further comprising the step of presenting an incomplete set of caller data where said searching key cannot be retrieved from the LIDB (See page 6, paragraph [0063]).

9. In regards to claims 8 and 15, Novack discloses the method and machine readable storage, further comprising the step of routing the call to a particular operator based upon said retrieve searching key (See page 5-6, paragraph [0062]).

Response to Arguments

10. Applicant's arguments filed 01/08/07 have been fully considered but they are not persuasive.

11. Applicants argue that Novack fails to show the presence of an enterprise application excepting for "Application Server 185", but that the Application Server 185, however, is not coupled to any query interface shown in Figure 1, nor is Application Server 185 associated with any handsets from a plain review of Figure 1. Applicants also inquire whether the Examiner intends a different element in Figure 1 to meet the "gateway node" limitation. Applicants further argue that nowhere in Novack is it ever

taught that a search is conducted in a database for an enterprise application using a searching key received from a LIDB in a PSTN.

12. In regards to the arguments above, Examiner believes that the limitation of the "information database (LIDB) disposed in said PSTN and configured to "store" individual searching keys...associated with a corresponding subscriber is disclosed on pg. 5-6, paragraph [0062], of Novack. In the present invention, claim 2 simply describes the "searching keys" as being a combination of the caller's name and address, in which the combination of the caller's name and address is stored in a line information database or LIDB. On pg. 5-6, paragraph [0062], Novack discloses this limitation. In the cited paragraph above, Novack teaches the use of a Line Information Database (LIDB), which may store full textual representations of a subscriber name and address or, in the alternative, abbreviations so that data may be efficiently stored. Novak teaches that the LIDB is associated with the service intelligent peripheral 170, which is in direct communication with the PSTN switch 105 (See Fig. 1 of Novak). Furthermore, in Fig. 1, Novak does show Application Server 185 in association with a handset (e.g., wireless device 102). For example, pg. 3, paragraph [0042] states that "an individual communications device may be a cellular telephone or other wireless device that communicates with the switch 105 via a cellular tower 104". Although Application Server 185 is not "directly" coupled to, or is not in "direct" association with wireless device 102, both Application Server 185 and wireless device 102 are directly coupled to switch 105, and are therefore, in association with each other.

13. In regards to Novack teaching the limitation of a "gateway node", Examiner believes that the host intelligent peripheral 150 (service node/intelligent peripheral) reads on the "gateway node" of the present invention. According to the claims of the present invention, the "gateway node" controls the flow of the call and provides the combined name and address associated with the call. On pg. 3, paragraph [0039] and pg. 4, paragraph [0048] – [0049], Novack teaches the host intelligent peripheral 150 (service node/intelligent peripheral) controlling the flow of the call and on pg. 6, paragraph [0066], Novack teaches the host intelligent peripheral 150 (service node/intelligent peripheral) retrieving and providing the combined name and address associated with the call.

14. In regards to the limitation of a "query interface", this limitation is taught in the claims of the present invention, as being a query sent to the enterprise application in order to retrieve caller data. Examiner believes that this limitation is taught on pg. 3, paragraph [0035] – [0036]; pg. 4, paragraph [0046]; and pg. 5, paragraph [0059], of Novack. As may be seen from the cited paragraphs, Novack teaches sending a query via the service switching point/switching network to subsystem 195/application server 185 in order to retrieve caller data, or information needed to route or handle the call.

Conclusion

15. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

16. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

17. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

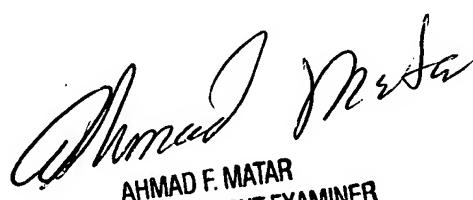
18. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2614

19. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



Thjuan P. Knowlin
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